- These instructions apply to permits that do not require plan review by city staff.
- After completing the application and paying for the permit, you will receive a placard to print and display.
- Self Service residential permits include replacing heating/cooling systems, reroofing with the same material, installation of water heaters, door or window replacements, small electrical and plumbing projects.
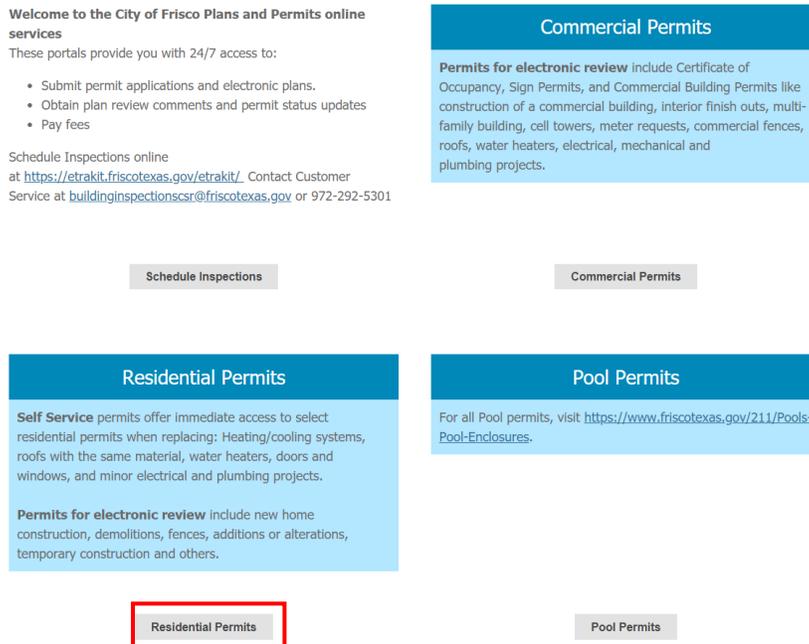
1. Log in at https://friscoplansandpermits.avolvecloud.com/Portal/
   TIP If you do not have a log in, follow these steps to create a new account.

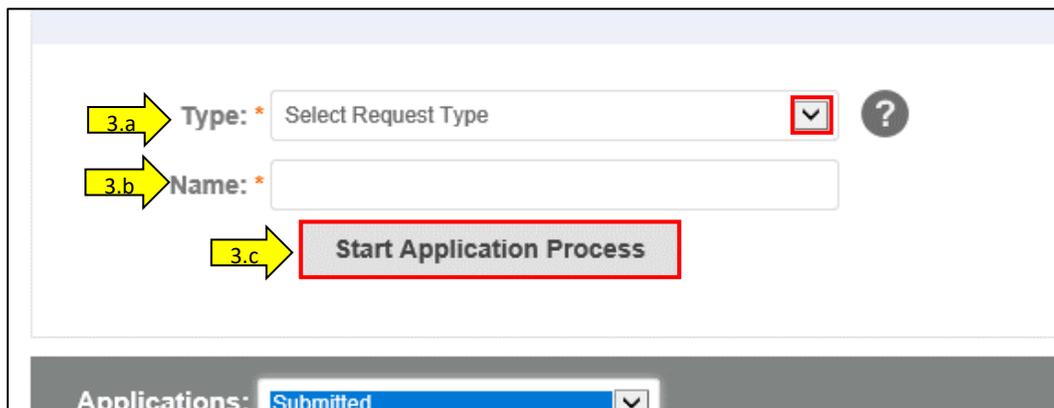2. Click the **Residential Permits** button.

3. Start a new application.

Figure 1 Start a New Application

a. Select a Permit Request **Type** using the drop-down arrow.

b. Enter a unique project/application **Name**. This is a reference for your use only and is not attached to the permit.

   TIP As a homeowner, you might want to name the project based on your address or a simple project name.

   TIP As a contractor, you might want to name the project based on the address, the homeowner name, or your own contract/project number.

c. Click the **Start Application Process** button.

Figure 2 Terms and Conditions

4. Review the Terms and Conditions. **Select the box** to indicate you have read, understood, and agree. Click the **Accept & Start My Application** button.

5. Complete the Permit Application page with the required project details indicated by a red asterisk (*).

Figure 3 Project Information before typing

Figure 4 Project Information after typing

a. **Project Information**: Begin typing the **Project Address** and a matching address will be listed. Select the address to populate the additional property address fields. Other

fields relating to **Work Type** will vary depending on the type of Permit. Enter the requested information.

b. **Owner**: The Owner Name and Address information will be populated from County records. You may add **Email** and **Phone Number** for contacting the owner.

Figure 5 Contractor Information

c. **Contractor**:

    i   Choose the appropriate Contractor role from: Owner, Registered Contractor, or Agent, certifying your role for the permit.

    ii   Fill in the contact information. If you are the **Contractor**, enter your **Registration Number** and select **Lookup**. Review the information for correctness.

    TIP   You can quickly fill in the Owner or Registered Agent contact information by selecting the **Fill Section with information from current logged in user**. You will need to enter your name and review the information to confirm it is correct.

    TIP   If you don't know your Contractor Registration Number or status, you can Search Contractors in eTRAKiT.

TIP If you are a Contractor and have not registered with the city, you can Apply for New Registration in eTRAKiT.

Figure 6 Applicant Information

    d. **Applicant Information**: Fill in the Applicant contact information. If you are the applicant, you may choose to **Fill section with information from current logged in user**. You will need to enter your name and review the information to confirm it is correct.

    e. **Payment Method**: Select Credit Card (the only method available at this time).

    f. **Signature and Fees**: Read and **Agree** to the certification statement. Review the terms at the end of the form and click the **I Agree** checkbox to sign.

6. Click **Save & Calculate Administrative Fees** to see the amount due based on the type of work and quantity values on the form.

7. If you need more time before submitting the application, choose to **Save for Later** If you have your payment information ready, select **Submit Request**.

    TIP If you aren't directed to the Billing Information page, review the page to see if required fields are missing data.

    TIP If you have questions about the fees, please see the City of Frisco Permit Fee Schedule.

Figure 8 Billing Information

8. Review and update Billing Information. Select **Pay Now**. You will be directed to the **Order Summary** page.

Figure 7 Order Summary

9. Enter your Credit Card information and select **Pay**.
   TIP The card holder name, street number, street name and zip code must exactly match the information on the credit card account.
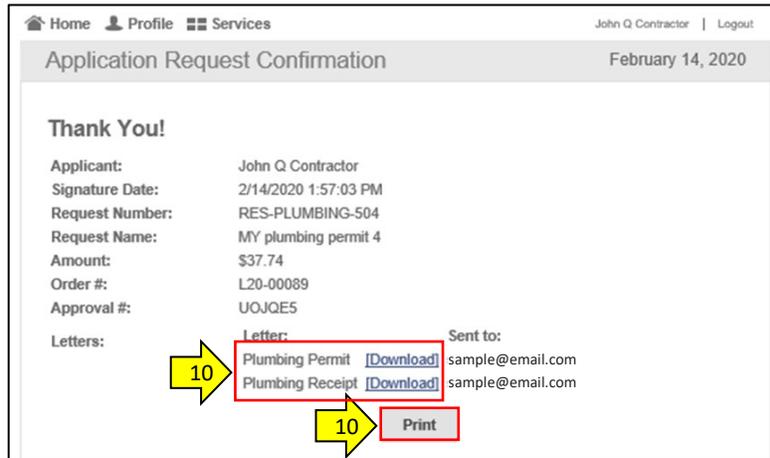
Figure 9 Application Request Confirmation

10. After the payment is processed, you will be directed to the Application Request Confirmation page. Select **Download** to open the Permit placard and Receipt documents. The documents will also be emailed as attachments from **friscoplansandpermits-donotreply@avolvecloud.com**. Select **Print** to print the confirmation page.

   TIP If you do not see the email message, check your spam folder.

   TIP The **Order #** is your Permit Number.

After You Receive Your Permit

- If you have more permits to request, click **Services** at the top left of the page.
- When you have finished your permit request(s), click **Logout** at the top right corner of the page.
- After the work is complete, request inspections from https://etrakit.friscotexas.gov/etrakit.
- For more information, visit www.friscotexas.gov/PlansAndPermits.